

A METHOD, SYSTEM, AND STORAGE MEDIUM FOR PROVIDING WEB-BASED QUALITY ASSESSMENT, TRACKING, AND REPORTING SERVICES FOR CALL MONITORING

ABSTRACT OF THE DISCLOSURE

Embodiments of the invention relate to a method, system, and storage medium for providing web-based quality assessment, tracking, and reporting services for call monitoring. The method includes providing quality assessment services relating to call monitoring by presenting a call monitor form template over a web-based network to a call monitor system in response to a request to evaluate a call representative. The call monitor form template contains data entry fields for identifying a call being monitored, a customer initiating the call, and a call representative receiving the call. The call monitor form template also includes initiatives and scoring data fields for receiving evaluation data from the call monitor system. The method further includes receiving a completed call monitor form over the web-based network, and making the completed call monitor form accessible to authorized individuals over the web-based network. Other embodiments include a system and a storage medium.